



Castle Hotel

Covid-19 Risk Assessment



COVID-19 Risk Assessment Review

As per Welsh Governments Corona Virus Control Plan, Wales moves into Alert Level Zero on Saturday August 7th.

From this date forward the legal requirement is for all hospitality businesses to conduct a review of their current COVID risk assessments with an employee consultation period, to create a working COVID risk assessment for the duration of the next review cycle and beyond.

This risk assessment must be available to anyone who asks to see a copy and becomes the legally binding framework of operations.

Having already created a detailed COVID risk assessment this document forms the review of that risk assessment and new working practices based on that review.

Employee consultation period began 16th July 2021 and ended at review meeting on Monday 2nd August 2021.

Results of employee consultation have concluded that the majority of the workforce would like to keep the workplace as safe as possible during this next review cycle and see all customer facing screens kept, face coverings to remain a requirement for team unless medically exempt and temperature screening of all team before shift to continue. We will maintain our review of these working guidelines in line with the Welsh Government's own review cycle and so expect to have these measures in place until at least 21st August (date of next review).



OVERVIEW

HAZARD – COVID, prevalence of virus in region still high, guests travelling to stay from regions where prevalence of virus is still high.

RISK – New understanding of the virus has now shown that VENTILATION is now the key factor in amplifying risk. As such, this review has been based across all 4 departments (Kitchen, FOH, Reception & Housekeeping) using how well ventilated those departments are in assessing any changes or actions required. Fresh air in has become the key factor in deciding whether certain COVID safety practices can be scaled back or removed.

KITCHEN

VENTILATION – Well ventilated work area with fresh air in system, extractor fans pulls stale air out, recirculation of air low. **LOW RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at all doors and delivery areas. PPE provided to all team. **LOW RISK**

REVIEW CONCLUSION – Very low risk of airborne infection, social distancing measures can be relaxed to 1m +, retain temperature checks of team when starting shift.

FRONT OF HOUSE

FOH is split into several key areas – Dawsons Bar, Shakespeare's, Coffee Lounge, Lavin Room & Courtyard. Each area has been reviewed.

PODIUM

VENTILATION – Well ventilated, situated in hall with front and rear doors allowing airflow, no fresh air system in place. **LOW RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at desk, sanitiser stations at computers, screens protecting team from guest. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection low however only low due to mitigating devices as such, all existing screens and social distancing measures to remain. As table service key to mitigating risk, podium must continue to control flow of all guests and bookings, barriers and signage to remain but with a changed message to reflect risk assessment.

DAWSONS BAR

VENTILATION – Poorly ventilated, only two small antique windows open to street, two ceiling fans only really circulate air currently in room, no fresh air system in place. **HIGH RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at main door, sanitiser stations at all till screens. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection remains from original risk assessment, all existing screens and social distancing measures to remain, table service only to remain, vertical drinking cannot resume as this increases the capacity of room to a level that will be unsafe. As screens remain in place, largest table in this area is still limited to a 6.

SHAKESPEARES RESTAURANT

VENTILATION – Poorly ventilated, only three small antique windows open to street, fire escape doors can be opened to help further, no ceiling fans, no fresh air system in place. **HIGH RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at main door, sanitiser stations at all till screens. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection remains from original risk assessment, all existing screens and social distancing measures to remain, table service only to remain, as screens remain in place ability to large tables has now been limited to one table larger than a 6 as screens prevent tables from being pushed together.

COFFEE LOUNGE

VENTILATION – Inconsistent. Large bi-fold doors open out onto courtyard and 5 small windows open, no fresh air in system. During good weather with bi-folds and windows open, ventilation is good. During poor or inclement weather when doors are shut, ventilation is poor.

MEDIUM RISK

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at main door, sanitiser stations at all till screens. PPE provided to all team. **LOW RISK**

REVIEW CONCLUSION – Although risk of airborne infection is reduced from original risk assessment when bi-folds are open, the inconsistency of when they can be opened means this review has found that all existing screens and social distancing measures are to remain, table service only to remain, as screens remain in place ability to large tables in this area is not possible.

LAVIN ROOM

VENTILATION – Well ventilated, three large windows open to courtyard and air conditioning system brings fresh air from outside in. **LOW RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at main door, sanitiser stations at all till screens. PPE provided to all team. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection low, risk from surfaces low, social distancing measures can be relaxed but table service to remain to limit exceeding max capacity of other areas.

COURTYARD

VENTILATION – Excellent, outdoor area. **LOW RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti virial & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at main door, sanitiser stations at all till screens. PPE provided to all team. **LOW RISK**

REVIEW CONCLUSION – Low to no risk of airborne virus in Coutyard, contact surfaces low to no risk, social distancing measures no longer required, table service must remain to stop other areas of FOH becoming full beyond capacity.



RECEPTION

VENTILATION – Poorly ventilated, only one small window opens to courtyard, no fresh air system in place. **HIGH RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti viral & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment at desk and on each floor of the hotel, sanitiser stations at computers, screens protecting team from guest. PPE provided to all. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection remains from original risk assessment, all existing screens and social distancing measures to remain, still only 2 people at any one time in reception area and masks to be worn when not seated. Seating to stay arranged as is to reduce risk of air borne infection. Host desk to be utilised to help workload until 3rd chair can go back into reception. Contact surfaces now pose a lower risk, showing guests to rooms to resume with team member in face covering. Luggage assistance can now resume with team member in face covering.

HOUSEKEEPING

VENTILATION – Poorly ventilated, usually only one window in a room can be opened, no fresh air systems in place in any rooms. **HIGH RISK**

SURFACES – Excellent cleaning regime, all surfaces cleaned with appropriate anti viral & food safe chemicals on a regular basis. **LOW RISK**

EQUIPMENT – Auto hand sanitizer dispense equipment on each floor, PPE provided to all team. **LOW RISK**

REVIEW CONCLUSION – Risk of airborne infection remains from original risk assessment, team to wear face coverings when working in pairs, windows of bedrooms to be opened and remain open during servicing of rooms. Risk from stays and contact surfaces now low, so full housekeeping duties and services can resume as long as they are done so under the new operating procedures of open windows and face coverings as per risk review.



CONCLUSION

All departments of the hotel now face a lower risk from contact surfaces; however, the risk of airborne virus still remains high. As such a relaxation of COVID measures is currently only possible in Housekeeping, Kitchen and some aspects of Reception and guest interaction. Our internal FOH areas are such that all current COVID measures must remain during this review cycle. All risks will be assessed on an ongoing basis and reviewed with Welsh Governments review date on 21st August.





Castle Hotel

Part of

